

Corporate Healthcare

Policy Wording

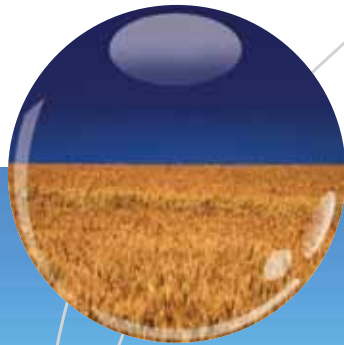
Prima Premier

Prima Classic

your health

your choice

your plan



...peace of mind for whatever is beyond your horizon

your health

your choice

your plan





Prima Premier Policy Wording effective 1 June 2012



Prima Classic Policy Wording effective 1 June 2012

Level of Cover


This **policy** provides cover for the following benefits in respect of **treatment** of an **insured person** provided during the **period of cover** for a **medical condition**. All benefits, including full refunds, are conditional upon charges being reasonable and customary.

Maximum sum insured	Prima Premier 	Prima Classic 
The maximum sum insured is the most we will pay for each insured person in any period of cover . The maximum sum assured and any monetary limits to the benefits will be determined by the currency which you have selected for your policy .	£2,500,000: €3,000,000: US\$3,750,000	£1,250,000: €1,500,000: US\$1,875,000

The Cover

In-patient & day-patient Treatment

(**treatment** received by an **insured person** when admitted to a **hospital** bed for an overnight stay of one or more nights' or as a **day-patient**)



	Prima Premier 	Prima Classic 
Accommodation Hospital accommodation in a ward, semi-private or private room.	Full Refund	Full Refund
Parent Accommodation Room charges for one parent or legal guardian to stay with an insured person who is under 18 years of age whilst admitted to a hospital bed.	Full Refund	Not Covered
Professional Fees Specialist, physician and qualified nurse fees (including surgeons' and anaesthetists' fees) associated with providing consultations or administering treatment .	Full Refund	Full Refund
Medication Drugs, medicines, supports and appliances when prescribed by a specialist or medical practitioner .	Full Refund	Full Refund
Diagnostics Diagnostic procedures, including x-rays, pathology , computerised tomography and magnetic resonance imaging (brain and body scans).	Full Refund	Full Refund
Theatre Fees Operating theatre fees.	Full Refund	Full Refund
Reconstructive Surgery Reconstructive surgery required following an accident or following surgery for an eligible medical condition which occurred after your date of entry and which is performed within 12 months of the accident or surgery.	Full Refund	Full Refund
Chronic Conditions Acute episodes of a chronic condition. Routine management, maintenance and palliative treatment of a chronic condition.	Full Refund Limited to £15,000: €18,000: US\$22,500	Full Refund Not Covered
Oncology Oncologist fees, radiotherapy and chemotherapy.	Full Refund	Full Refund
Organ Transplants Transplant of any human organ.	£200,000: €240,000: US\$300,000 Lifetime Limit	£200,000: €240,000: US\$300,000 Lifetime Limit
Complications of pregnancy Treatment of medical conditions which arise during the antenatal stages of pregnancy, or which occur during the childbirth/delivery.	Full Refund	Full Refund

	Prima Premier	Prima Classic
<p>Newborn Cover - Premature Births Cover in respect of a premature baby (i.e. where birth is prior to 37 weeks gestation) in respect of an acute or chronic medical condition requiring in-patient treatment. The mother of the baby must have been insured with us for at least 11 months prior to the birth date. All cover is subject to the newborn being added to the policy within 30 days of birth.</p>	Cover for the first 30 days of life is limited to a maximum sum insured of £10,000: €12,000: US\$15,000 each baby. Thereafter, cover will exclude any medical condition which exists at the end of the first 30 day period	Cover for the first 30 days of life is limited to a maximum sum insured of £10,000: €12,000: US\$15,000 each baby. Thereafter, cover will exclude any medical condition which exists at the end of the first 30 day period
<p>Newborn Cover - Congenital Cover in respect of a newborn baby requiring treatment of a congenital anomaly. All cover is subject to the newborn being added to the policy within 30 days of birth.</p>	£100,000: €120,000: US\$150,000 Lifetime Limit	£100,000: €120,000: US\$150,000 Lifetime Limit
<p>Physiotherapy Physiotherapy when such treatment is recommended by a specialist and is administered during the period of stay in hospital.</p>	Full Refund	Full Refund
<p>Rehabilitation Rehabilitation when it is considered an integral part of treatment, is supervised by a specialist and is undertaken in a recognised rehabilitation unit.</p>	Full Refund	Not Covered
<p>Psychiatric Illness Treatment given in a recognised psychiatric unit of a hospital. All treatment under this benefit is subject to pre-authorization by us. If treatment is not pre-authorized by us, then we reserve the right to decline the claim in full.</p>	Limited to 30 days each year	Limited to 30 days each year
<p>Ancillary Charges The purchase or rental of crutches or wheelchairs following treatment as an in-patient or day-patient.</p>	Limited to £500: €600: US\$750	Limited to £500: €600: US\$750
<p>Home Nursing Home nursing when medically necessary and recommended by a specialist immediately following release from a hospital bed.</p>	Limited to 12 weeks for each condition and a maximum of 26 weeks each year	Limited to 12 weeks for each condition and a maximum of 26 weeks each year
<p>Transportation Charges for a road ambulance, or costs associated with another form of transport if a road ambulance is inappropriate, for transportation to hospital when the medical practitioner advises it is medically necessary.</p>	Full Refund	Full Refund
<p>Post Operative Cover Out-patient treatment or consultations received within 6 months of hospital discharge for an eligible medical condition which required hospital admission.</p>	Limited to £1,500: €1,800: US\$2,250 each year unless out-patient treatment is selected	Covered under out-patient treatment
<p>Cash Benefit Where hospital accommodation and all treatment costs are provided in a State or Charitable Hospital and no claim is submitted under this policy for reimbursement of any in-patient costs, and providing that the medical condition suffered would be eligible for benefit.</p>	£200: €240: US\$300 each night up to a maximum of 30 nights	£200: €240: US\$300 each night up to a maximum of 30 nights
<p>Emergency Treatment Outside Area of Cover Treatment (through a physician, medical practitioner or specialist commencing within 24 hours of the emergency event) required as result of an accident or the sudden beginning or worsening of a severe illness resulting in a medical condition that presents an immediate threat to the insured person's health.</p>	For trips up to a maximum of 6 weeks Maximum 42 nights each year Maximum sum insured of £50,000: €60,000: US\$75,000	For trips up to a maximum of 6 weeks Maximum 42 nights each year Maximum sum insured of £50,000: €60,000: US\$75,000

Out-patient Treatment (OPTIONAL BENEFIT for Prima Premier)

(treatment received but without admission to a hospital bed)

	Prima Premier	Prima Classic
Overall Limit	Limited to the overall policy limit of £2,500,000: €3,000,000: US\$3,750,000	Out-patient limit of £10,000: €12,000: US\$15,000 within overall policy limit of £1,250,000: €1,500,000: US\$1,875,000
Professional Fees Medical practitioner, specialist and qualified nurse fees incurred for consultations and examinations.	Full Refund	Full Refund within overall out-patient limit
Diagnostics Diagnostic procedures, including x-rays, pathology, computerised tomography and magnetic resonance imaging (brain and body scans).	Full Refund	Full Refund within overall out-patient limit
Surgical Treatment Minor surgical procedures when carried out by a medical practitioner or specialist .	Full Refund	Full Refund within overall out-patient limit
Medication Drugs and medicines when prescribed by a specialist or medical practitioner .	Full Refund	Full Refund within overall out-patient limit
Chronic Conditions Acute episodes of a chronic condition. Routine management, maintenance and palliative treatment of a chronic condition.	Full Refund Limited to £2,000 :€2,400: US\$3,000 each year	Full Refund within overall out-patient limit Not Covered
Oncology Oncologist fees, radiotherapy and chemotherapy. Includes road ambulance costs for transportation to and from the out-patient unit of a hospital for the administering of this specific treatment .	Full Refund	Full Refund within overall policy limit of £1,250,000: €1,500,000: US\$1,875,000
Physiotherapy Physiotherapy on recommendation by a medical practitioner or specialist . A referral from your medical practitioner or specialist is valid for six months only, after which time a new referral letter would be required. If during this six month period you require physiotherapy for a different medical condition , then a new referral will be required.	Limited to £3,000: €3,600: US\$4,500 each year	Limited to £1,500: €1,800: US\$2,250 each year within overall out-patient limit
Chiropody Treatment by a Chiropodist without referral to a medical practitioner .	Limited to £250: €300: US\$375 each year	Limited to £250: €300: US\$375 each year within overall out-patient limit
Complementary Treatment Treatment administered by chiropractors, osteopaths, homeopaths, acupuncturists. Dietician (limited to 1 visit per year). Podiatrist (limited to 2 visits per year). Recommendation by a medical practitioner or specialist is required for all complementary treatments . A referral from your medical practitioner or specialist is valid for six months only, after which time a new referral letter would be required. If during this six month period you require complementary treatment for a different medical condition , then a new referral will be required.	Limited to £3,000: €3,600: US\$4,500 each year	Limited to £1,500: €1,800: US\$2,250 each year within overall out-patient limit

	Prima Premier 	Prima Classic 
<p>Traditional Chinese Medicine Chinese herbal medicine and treatment administered by a recognised traditional Chinese herbalist or practitioner.</p>	Limited to £500; €600; US\$750 each year	Limited to £500; €600; US\$750 each year within overall out-patient limit
<p>Psychiatric Illness Specialist consultations, assessments and treatment. All treatment under this benefit is subject to pre-authorisation by us. If treatment is not pre-authorised by us, then we reserve the right to decline the claim in full.</p>	Limited to £5,000; €6,000; US\$7,500 each year	Not Covered
<p>Hormone Replacement Therapy Medical practitioner or specialist consultations and prescribed patches or implants when administered for the sole purpose of treating a hormone imbalance condition.</p>	Full Refund	Not Covered
<p>Optical Eye examination carried out by an optometrist or ophthalmologist. Prescribed glasses and contact lenses to correct vision when your prescription has changed.</p>	One examination each year Limited to £130; €156; US\$195 each year	One examination each year Limited to £130; €156; US\$195 each year within overall out-patient limit
<p>Well-being Benefit (excluding costs incurred within the first 12 months of purchase date of this benefit or your date of entry, whichever is the latter)</p> <p>Hearing Test Annual Hearing Test carried out by a medical practitioner.</p> <p>Routine Health Checks Tests/screenings that are undertaken without any clinical symptoms being present including the following examinations performed at an appropriate age interval for the early detection of illness or disease:</p> <ul style="list-style-type: none"> ■ Vital signs (blood pressure, cholesterol, pulse, respiration, temperature etc) ■ Cardiovascular examination ■ Neurological examination ■ Cancer screening ■ Well child test <p>Vaccinations Cost of drugs and consultations to administer all basic immunisations and booster injections required under regulation of the country in which treatment is being given and any medically necessary travel vaccinations and malaria prophylaxis.</p>	<p>The total of the benefits available within the Well-being Benefit is limited to £500; €600; US\$750 each year</p> <p>One test each year Full Refund within Well-being limit</p> <p>Full Refund within Well-being limit</p> <p>Children up to the age of 6 years, limited to 15 visits per lifetime Full Refund within Well-being limit</p> <p>Full Refund within Well-being limit</p>	<p>Not Covered</p> <p>Not Covered</p> <p>Not Covered</p> <p>Not Covered</p> <p>Not Covered</p> <p>Not Covered</p> <p>Not Covered</p> <p>Not Covered</p>
<p>Emergency Dental Treatment Emergency out-patient dental treatment received in a dental surgery or hospital emergency room for the immediate relief of dental pain, including temporary fillings limited to 3 fillings per period of cover, and/or the repair of damage caused in an accident. The treatment must be received within 36 hours of the emergency event. This does not include any form of dental prosthesis or root canal treatment.</p>	Full Refund	Full Refund

Other Benefits

	Prima Premier	Prima Classic
Innocent Bystander	Included	Included
AIDS (HIV)	Included	Included
Hazardous Activities (excluding Evacuation or Repatriation)	Included	Included
24/7 Medical Helpline	Included	Included
Blood Care Foundation Providing screened blood and sterile equipment in emergency situations anywhere in the world where necessary supplies are not readily available.	Included	Included
Access to ALC World online service	Included	Included

Routine Pregnancy & Childbirth (OPTIONAL BENEFIT)

(excluding costs incurred within the first 11 months of purchase date of this benefit or **your date of entry**, whichever is the latter)

	Prima Premier	Prima Classic
Routine pregnancy and childbirth costs, including pre and postnatal check-ups, scans and delivery costs for a natural birth.	Optional pregnancy limits (for each pregnancy) <ul style="list-style-type: none"> ■ £3,000: €3,600: US\$4,500 ■ £5,000: €6,000: US\$7,500 ■ £7,500: €9,000: US\$11,250 ■ £10,000: €12,000: US\$15,000 	Optional pregnancy limits (for each pregnancy) <ul style="list-style-type: none"> ■ £3,000: €3,600: US\$4,500 ■ £5,000: €6,000: US\$7,500
Well Baby Examination Paediatrician costs for the first examination or check-up of a newborn baby, provided the examination is made within 24 hours of delivery.	Full Refund	Full Refund
Newborn Accommodation Cot and nursing charges for newborn baby/babies (up to 6 months of age) to stay with a mother who is admitted to hospital as an in-patient .	Full Refund	Full Refund
Cash Benefit Where hospital accommodation and all pregnancy and childcare costs are provided in a State or Charitable Hospital and no claim is submitted under this section of the policy for any reimbursement of any costs.	Limited to £100: €120: US\$150 each night up to a maximum of 30 nights	Limited to £50: €60: US\$75 each night up to a maximum of 20 nights

Dental Treatment (OPTIONAL BENEFIT)

(excluding costs incurred within the first 6 months of purchase date of this benefit or **your date of entry**, whichever is the latter other than **Accidental Damage** caused to sound natural teeth, which is covered immediately)

The procedures below are limited to the amounts shown and are subject to an overall maximum limit of £1,000: €1,200: US\$1,500 **each year** for routine dental **treatment**.

	Prima Premier	Prima Classic
Routine examination, including check-up and x-rays.	£70: €84: US\$105 each visit maximum 2 visits each year	£70: €84: US\$105 each visit maximum 2 visits each year
Cleaning and polishing (whether performed by a dental practitioner or hygienist).	£70: €84: US\$105 each visit maximum 2 visits each year	£70: €84: US\$105 each visit maximum 2 visits each year
Fillings (amalgam or composite material).	£70: €84: US\$105 each tooth	£70: €84: US\$105 each tooth
Extractions.	£70: €84: US\$105 each tooth	£70: €84: US\$105 each tooth
Wisdom tooth extraction when performed in a dental surgery.	Full refund within overall dental limit of £1,000: €1,200: US\$1,500 each year	Full refund within overall dental limit of £1,000: €1,200: US\$1,500 each year
New porcelain crown/inlay.	£300: €360: US\$450 each tooth	£300: €360: US\$450 each tooth
Repair of crown/inlay.	£125: €150: US\$190 each tooth	£125: €150: US\$190 each tooth

Dental Treatment (continued)

	Prima Premier	Prima Classic
Root canal treatment.	£250: €300: US\$375 each tooth	£250: €300: US\$375 each tooth
New bridge.	£300 : €360: US\$450 each bridge	£300 : €360: US\$450 each bridge
Repair of bridge.	£175: €210: US\$265 each bridge	£175: €210: US\$265 each bridge
New dentures.	£125: €150: US\$190 each set	£125: €150: US\$190 each set
Emergency dental treatment for the relief of pain, being treatment of an abscess, cracked or broken tooth rebuild or temporary filling. The treatment must be received within 36 hours of the emergency event.	£600: €720: US\$900 each year	£600: €720: US\$900 each year

The procedures below are not subject to the overall maximum limit of £1,000: €1,200: US\$1,500 **each year** for routine dental **treatment**.

Accidental Damage caused to sound, natural teeth lost or damaged in an accident . Treatment must be received within 5 days from the date of the accident occurring.	Full Refund	Full Refund
Dental Surgery undertaken in a hospital by an oral and maxillofacial surgeon or surgical dentist: Surgical removal of impacted or buried wisdom teeth and extractions of complicated buried roots. Apicectomy.	Full Refund Full Refund	Full Refund Full Refund

Evacuation or Repatriation (OPTIONAL BENEFIT)

(for conditions requiring **hospital** admission only)

	Prima Premier	Prima Classic
Evacuation The cost of transporting an insured person (and one other relative/colleague to travel as escort) to the nearest appropriate medical facility for in-patient or day-patient treatment of an accident or medical condition within the insured persons area of cover which, in the opinion of the appointed doctor , cannot be treated adequately locally or at the place of incident. The method of transportation shall be the decision of the Assistance Company.	Full Refund	Full Refund
Following evacuation Hotel accommodation for escort and insured person when required pre and post hospital admission. Return airflight (economy class) for the insured person and their escort.	£100: €120: US\$150 each day, for each person Full Refund	£100: €120: US\$150 each day, for each person Full Refund
Repatriation The cost of transporting an insured person (and one other relative/colleague to travel as escort) to their country of nationality or country of residence for in-patient or day-patient treatment of an accident or medical condition which cannot be treated adequately locally or at the place of incident. The method of transportation shall be the decision of the Assistance Company. (If the country of nationality or country of residence falls outside the geographical area covered under your policy, treatment and transportation costs will not be considered).	Full Refund	Full Refund
Mortal Remains Burial or cremation costs in the country of death or transportation of body or ashes to country of nationality or country of residence .	Limited to £5,000: €6,000: US\$7,500	Limited to £5,000: €6,000: US\$7,500

Definitions

The following words or phrases have the meanings given below wherever they appear in this document, **Certificate of Insurance** and Endorsements.

ACCIDENT

A sudden, unexpected or unforeseen event resulting in an identifiable physical injury to an **insured person**.

ACCIDENTAL DAMAGE TO TEETH

Dental **treatment** received to restore or replace sound natural teeth which have been lost or damaged as a result of an **accident**.

ACUTE

A **medical condition** that is likely to respond quickly to **treatment** which aims to return **you** to the state of health **you** were in immediately before suffering the disease, illness or **accident**, or which leads to **your** full recovery.

ADVICE

Any consultation or discussion with a **medical practitioner** or **specialist**, including check-ups and the issue of any prescriptions (including repeat prescriptions).

APPOINTED DOCTOR

A **medical practitioner** chosen by **us** to advise **us** on **your medical condition** and need for the **evacuation or repatriation** service.

AREA OF COVER

The area to which **your** cover is restricted. The available areas are as defined below and **your** selection will be specified on **your Certificate of Insurance**.

Area 1 - Europe (see page 14)

Area 2 - Worldwide excluding United States of America

Area 3 - Worldwide

If **you** are a USA passport holder, and **you** select this Area, **your** cover in the USA will be restricted to the first 6 months spent there during any one 12 month period.

BIRTH INJURY

A deformity or **medical condition** which is caused during childbirth.

CERTIFICATE OF INSURANCE

The Certificate giving details of the **policyholder**, the **insured persons**, the **period of cover**, the **date of entry** and the level of cover and any endorsements that may apply.

CHIROPODIST

A practising **chiroprapist** who is registered and legally licensed to practise chiroprapy in the country where **treatment** is provided.

CHRONIC

A **medical condition** which has at least one of the following characteristics:

- It continues indefinitely and has no known cure
- It comes back or is likely to come back
- It is permanent
- **You** need to be rehabilitated or specially trained to cope with it
- It needs long term monitoring, consultations, check ups, examinations or tests

COMMENCEMENT DATE

The date shown on the **Certificate of Insurance** on which the cover provided by this **policy** starts.

COMPLEMENTARY TREATMENT

Therapeutic and diagnostic **treatment** that exists outside the institutions where conventional medicine is taught. Such medicine includes chiropractic **treatment**, osteopathy, homeopathy, acupuncture, dietician and podiatry **treatment** as practiced by approved therapists.

CONGENITAL ANOMALY

An intra-uterine development of an organ or structure that is abnormal with reference to form, structure or position.

COUNTRY OF NATIONALITY

The country for which **you** are a passport holder.

COUNTRY OF RESIDENCE

The country in which **you** normally live at the time of the **commencement date** or at each subsequent **renewal date**.

DATE OF ENTRY

The date shown on the **Certificate of Insurance** on which an **insured person** was first covered under this **policy**.

DAY-PATIENT

An **insured person** who is admitted to a **hospital** bed but does not remain in **hospital** overnight.

DENTAL PRACTITIONER

A person who is registered and is legally licensed to practise dentistry in the country where **treatment** is provided.

DEPENDANTS

A spouse or adult partner and/or unmarried children, step-children, legally adopted children and foster children who are under 25 years of age, permanently living with **you** or in full-time education. Children will be accepted from birth, provided that **we** receive notification of their arrival within 30 days from birth. Notification received after this period will result in children being accepted for cover from the date of such notification.

EVACUATION OR REPATRIATION

Moving **you** to another **hospital** which has the necessary medical facilities either in the country where **you** are taken ill or in another nearby country (evacuation) or bringing **you** back to **your** principal **country of residence** or **your** home country (repatriation). The service includes any necessary **treatment** administered by the international assistance company appointed by **us** whilst they are moving **you**.

FOETAL SURGERY

Treatment given or undertaken on a foetus whilst in the womb.

HOSPITAL

An establishment which is legally licensed as a medical or surgical **hospital** under the laws of the country in which it is located.

IN-PATIENT

An **insured person** who is admitted to a **hospital** bed and out of medical necessity is required to stay for one or more nights.

INSURED PERSON/YOU/YOUR

You and/or the **dependants** named on the **Certificate of Insurance** who are covered under this **policy**.

INTENSIVE CARE

Treatment in a defined **intensive care** unit, intensive therapy unit, high dependency unit or coronary care unit, which provides constant monitoring after surgical operation or illness.

MEDICAL CONDITION

Any **accident**, injury, illness or disease, including **psychiatric illness**.

MEDICAL PRACTITIONER

A general **medical practitioner** who holds primary degrees in medicine or surgery as recognised by the World Health Organisation and who is legally licensed to practise in the country where **treatment** is provided.

Definitions

MEDICATION

Drugs, medicines and corrective devices (including prostheses when used as an integral part of a surgical procedure) prescribed by a **medical practitioner** or **specialist**.

ORGAN TRANSPLANT

The surgical procedures to perform a transplant of an organ.

OUT-PATIENT

An **insured person** who receives **treatment** but who is not required to be admitted to a **hospital** bed.

PALLIATIVE TREATMENT

Treatment given to an **insured person**, the primary purpose of which is only to offer temporary relief of symptoms, rather than to cure the **medical condition** causing the symptoms.

PATHOLOGY

Tests carried out to help determine or assess the nature of disease and the changes in structure and functions brought about by disease.

PERIOD OF COVER/EACH YEAR

The period of time for which cover is provided. This is specified on the **Certificate of Insurance**. This will normally be a twelve (12) month period starting from the **commencement date** or **renewal date**.

PHYSICIAN

A **medical practitioner** who is registered and legally licensed to practise medicine in the country where **treatment** is provided.

PHYSIOTHERAPIST

A practising **physiotherapist** who is registered and legally licensed to practise medicine in the country where **treatment** is provided.

POLICY

The contract which details the level of cover provided. The Application Form, **Certificate of Insurance** and this Policy Wording incorporating the **policy** terms and conditions form the contract.

POLICY EXCESS

The specified monetary amount payable by an **insured person** in respect of expenses incurred before any benefit is paid under this **policy**. The **policy excess** applies per person per **policy** year and is applied to **in-patient**, **day-patient** and **out-patient** expenses only.

POLICYHOLDER

The person or company with whom **we** have contracted this **policy** and who is principally responsible for payment of the premiums.

PSYCHIATRIC ILLNESS

Treatment of a mental disorder carried out by a clinical psychologist. The disorder must be associated with present distress, or substantial impairment of the individual's ability to function in a major life activity (eg. employment). The aforementioned condition must be clinically significant and not merely an expected response to a particular event such as bereavement, relationship or academic problems and acculturation. The disorder must meet the criteria for classification under an international classification system such as Diagnostic and Statistical Manual (DSM-IV) or the International Classification of Diseases (ICD-10).

QUALIFIED NURSE

A nurse whose name is currently on any register or roll of nurses maintained by any statutory nursing registration body, within the country where **treatment** is provided.

REHABILITATION

Treatment given with the aim of restoring health and mobility after injury or illness to a state in which an **insured person** can be self-sufficient.

RENEWAL DATE

12 calendar months from the **commencement date** or from the previous **renewal date**.

SPECIALIST

A **medical practitioner** who holds a substantive consultant appointment in the relevant speciality in a National Health Service **hospital**, or has held a substantive consultant appointment which **we** accept as being of equivalent professional status, or is recognised as such by the statutory bodies of the relevant country in which **treatment** is being given. For **treatment** in the UK, a **medical practitioner** who meets **our** criteria for **specialist** recognition for benefit purposes, and who has been told in writing that they are currently recognised as a **specialist** for benefit purposes in his/her field of practice.

TREATMENT

Any medically necessary surgical procedure or medical intervention required to cure or provide relief of an **acute medical condition**.

WE/OUR/US

à la carte healthcare limited on behalf of AXA PPP International who are the underwriters and claims administrators for this **policy** as detailed in the **Certificate of Insurance**.

Exclusions Specific to Each Section of Cover

In-patient & day-patient Treatment

The following exclusions apply to **In-patient & day-patient Treatment**. As well as the General Exclusions on page 10, **we** do not cover the following:

Applicable to *Prima Premier* and *Prima Classic*

- 1 Any costs not incurred as a **day-patient** or **in-patient** in a **hospital** or recognised medical facility.
- 2 Any costs associated with routine pregnancy & childbirth, unless Routine Pregnancy & Childbirth has been selected.
- 3 Any costs associated with any form of dental **treatment**, unless Dental **Treatment** has been selected.
- 4 Any costs associated with **evacuation** or **repatriation** unless **Evacuation or Repatriation** has been selected.

- 5 The **policy excess** specified on the **Certificate of Insurance** for all eligible expenses incurred for each **insured person** per **policy** year.
- 6 Any costs incurred in locating a replacement organ, removal of the organ from the donor, transportation costs and all associated administration costs in respect of an **organ transplant**.

Applicable to *Prima Premier* only

- 7 Where **Out-patient Treatment** has been selected, cover in respect of post-operative **treatment** is deleted from **In-patient & day-patient Treatment**.

Exclusions Specific to Each Section of Cover - continued

Out-patient Treatment

If **Out-patient Treatment** has been selected the following exclusions will apply in addition to the General Exclusions on page 10. **We** do not cover the following:

Applicable to Prima Premier and Prima Classic

- 1 Any costs associated with routine pregnancy & childbirth, unless Routine Pregnancy & Childbirth has been selected.
- 2 Any costs associated with any form of dental **treatment**, unless Dental **Treatment** has been selected or **treatment** is covered under Emergency Dental **Treatment**. If Dental **Treatment** option has been selected Emergency Dental **Treatment** is not applicable. Any benefits payable will be paid under the Dental **Treatment** Benefit.
- 3 Any costs associated with **evacuation or repatriation** unless **Evacuation or Repatriation** has been selected.
- 4 The **policy excess** specified on the **Certificate of Insurance** for all eligible expenses incurred for each **insured person per policy year**.
- 5 Any second or subsequent medical opinions from a **medical practitioner** or **specialist** for the same **medical condition**, unless agreed in writing by **us**.
- 6 Any **treatment** for cosmetic pedicures, surgical footwear including but not limited to corrective footwear eg. corn plasters, insoles, dressings etc.

Routine Pregnancy & Childbirth

If Routine Pregnancy & Childbirth has been selected the following exclusions will apply to this benefit in addition to General Exclusions on page 10. **We** do not cover the following:

- 1 Any costs incurred for the initial 11 months of cover from purchase date of this benefit or **date of entry**, whichever is the latter. Conception may take place during this initial period, but only costs incurred after the period will be considered for reimbursement.
- 2 Antenatal and postnatal classes.
- 3 Midwifery costs when not associated with the childbirth / delivery.
- 4 **Treatment** consequent from the well-baby examination, unless the newborn is added within 30 days of birth to the **policy** as an **insured person**.

Dental Treatment

If Dental **Treatment** has been selected the following exclusions will apply in addition to General Exclusions on page 10. **We** do not cover the following:

- 1 Dental costs incurred within the first six months from the purchase date of this benefit or **date of entry** whichever is the latter (excluding **Accidental Damage to Teeth**).
- 2 Dental procedures other than those specified in the schedule of benefits.
- 3 Gingivitis, periodontitis or gum disease of any kind.
- 4 The cost of any precious metals (excluding gold) used in any dental procedure.

- 5 Any dental **treatment** which was recommended by **your dental practitioner** or that **you** were aware (or ought reasonably to have been aware) required **treatment** before **you** purchased this benefit or during the first six months of **your** purchase of this benefit. In the event of a claim, **you** may be required to provide evidence that **you** have completed all necessary dental work recommended prior to **your** purchase of this benefit.
- 6 Orthodontic **treatment** of any kind.
- 7 Dental surgery when not performed by an oral and maxillofacial surgeon or surgical dentist.
- 8 Dentures where a set or sets have been worn previously.
- 9 Implants.

Evacuation or Repatriation

If **Evacuation or Repatriation** has been selected the following exclusions will apply in addition to General Exclusions on page 10. **We** do not cover the following:

- 1 Travel and subsequent accommodation costs unless specifically agreed by **us**, or **our** appointed Assistance Company, in writing prior to travel. Any costs incurred without **our** prior agreement shall not be considered for reimbursement.
- 2 The cost of any airline tickets other than economy class, unless **we** have provided written approval in advance of the date of travel.
- 3 Burial and cremation costs shall not include the costs of a religious practitioner, floral tributes, musical provision, headstones or food and beverages.
- 4 Any costs incurred where the death has occurred within the **insured person's country of nationality**.
- 5 Any costs incurred as a result of engaging in any sports or activity as a professional or taking part in base jumping, cliff diving, flying in an unlicensed aircraft or as a learner, martial arts, free climbing, mountaineering with or without ropes, scuba diving to a depth of more than 10 metres, trekking to a height of over 2,500 metres, bungee jumping, canyoning, hanggliding, paragliding or microlighting, parachuting, potholing, skiing off piste or any other winter sports activity carried out off piste.
- 6 Moving **you** from a ship, oil-rig platform or similar off-shore location.
- 7 **We** will not be liable in respect of the overseas **evacuation or repatriation service** for:
 - a Any failure to provide the overseas **evacuation or repatriation** service or for any delays in providing it, unless the failure or delay is caused by **our** negligence (including that of the international assistance company we have appointed to act for **us**), or of agents appointed by either party.
 - b Failure or delay in providing the overseas **evacuation or repatriation** service if:
 - by law the overseas **evacuation or repatriation** service cannot be provided in the country in which it is needed; or
 - the failure or delay is caused by any reason beyond **our** control including, but not limited to, strikes and flight conditions.
 - c Injury or death caused while **you** are being moved unless it is caused by **our** negligence or the negligence of anyone acting on **our** behalf.

General Exclusions

These exclusions apply to the whole of this insurance. Each section also has its own exclusions.

- 1 Any **medical condition** or specified related condition for which **you** have received medical **treatment**, had symptoms (whether investigated or not) or sought **advice** in the 5 years prior to **your date of entry** (pre-existing **medical condition**). However, after a continuous period of 2 years as an **insured person**, all pre-existing conditions will become eligible for benefit provided **you** have not:
 - a. consulted a **medical practitioner** or **specialist** for medical **treatment** or **advice**; or
 - b. suffered symptoms; or
 - c. taken **medication** (including drugs, medicines, special diets or injections) for that condition for a continuous period of two years after the **date of entry**.

If **your** pre-existing condition is one of those shown below, **we** will also exclude **treatment** for the specified related conditions shown:

If you have the following pre-existing condition:	We will not pay for treatment of the following specified related conditions:
have been diagnosed with diabetes	<ul style="list-style-type: none"> • Diabetes • Ischaemic heart disease • Cataract • Diabetic retinopathy • Diabetic renal disease • Arterial disease • Stroke
are currently undergoing treatment for raised blood pressure (hypertension)	<ul style="list-style-type: none"> • Raised blood pressure (hypertension) • Ischaemic heart disease • Stroke • Hypertensive renal failure
are under investigation, having treatment or undergoing monitoring as a result of a Prostate Specific Antigen (PSA) test	<ul style="list-style-type: none"> • Any disorder of the prostate

In some circumstances **you** may have joined on different terms to those described above and **you** will find those terms on **your Certificate of Insurance**. For example, if **you** have joined from another insurer **we** may have transferred the medical underwriting terms from **your** previous **policy** for **medical conditions** that existed prior to **you** joining that policy.

- 2 Genetic deformities, **birth injuries** or birth defects.
- 3 Elective caesarean section deliveries and **treatment** consequent upon such deliveries.
- 4 **Foetal surgery**.
- 5 Costs for genetic testing.
- 6 **Treatment** for, or arising from, deafness caused by ageing.
- 7 **Treatment** for any illness, diseases or injuries arising from a procedure that is not covered under this **policy**.
- 8 Experimental, unlicensed or unproven **treatment**, regardless of whether they are medically recommended or prescribed.
- 9 Home visits, unless they are necessary following the sudden onset of an **acute** illness, which renders the insured incapable of visiting their **medical practitioner** or **physician**. The doctor's visit must take place within 24 hours of the start of the condition.
- 10 **Treatment** when performed by a **medical practitioner** or **specialist** who is in any way related to the **insured person**.
- 11 Investigations into and **treatment** for loss of hair and any hair replacement unless the loss of hair is due to cancer **treatment**. Wigs are not covered.
- 12 **Treatment** received in health hydros, nature cure clinics, spas or similar establishments or private beds registered as a nursing

home attached to such establishments or a **hospital** where the **hospital** has effectively become the **insured person's** home or permanent abode or where admission is arranged wholly or partly for domestic reasons.

- 13 Cosmetic **treatment**, obesity, removal of fat or other surplus tissue from any part of the body, whether or not for medical or psychological purposes, and any associated **treatment** costs consequent of such **treatment**.
- 14 **Treatment** which is not medically necessary or which may be considered a matter of personal choice.
- 15 Any **treatment** carried out by a plastic surgeon, whether or not for medical/psychological purposes. The only exception is reconstructive surgery necessary to restore function or appearance after a disfiguring **accident** or as a result of surgery for cancer, if the **accident** or surgery occurs during **your period of cover** and has been covered by us.
- 16 Costs of providing or fitting any external prostheses, corrective devices or appliances.
- 17 **Treatment** for any illness, diseases or injuries arising from ear or body piercing and tattooing.
- 18 **Treatment** for cryopreservation, implantation or reimplantation of living cells or living tissue, whether autologous or provided by a donor.
- 19 Routine physical examinations (other than those covered within the 'Well-being benefit' included under Prima Premier **Out-patient** benefit if selected), including gynaecological investigations and tests, inoculations, vaccinations and other preventative medicines and tests. Routine hearing tests and the provision of hearing aids.
- 20 **Treatment** to change the refraction of one or both eyes (laser eye correction) including refractive keratectomy (RK) and photorefractive keratectomy (PRK), macular degeneration and similar conditions. However, **we** will pay for corrective sight surgery consequent of an **accident**.
- 21 Claims for any supplements or substances which are available naturally. This includes, but is not limited to: vitamins, minerals and organic substances except where prescribed under **complementary treatment**.
- 22 Nutritional supplements including but not limited to special infant formula and cosmetic products even if medically recommended or prescribed or acknowledged as having therapeutic effects.
- 23 Investigations, diagnostics and **treatment** directly or indirectly arising from or connected with male or female birth control (including insertion and removal of contraceptive devices and all other contraceptives, even if prescribed for medical reasons), infertility and any form of assisted reproduction.
- 24 **Treatment** directly related to surrogacy whether **you** are acting as surrogate, or are the intended parent.
- 25 Investigations, diagnostics and **treatment** of impotence, sexual dysfunction or any consequence thereof, **treatment** for sterilisation or fertilisation, vasectomy or other sexually related conditions or gender reassignment.
- 26 **Treatment** directly or indirectly associated with sexually transmitted diseases.
- 27 **We** do not cover **treatment** for conditions such as conduct disorder, attention deficit hyperactivity disorder, autism spectrum disorder, oppositional defiant disorder, antisocial behaviour, obsessive-compulsive disorder, attachment disorder, adjustments disorders, as well as all **treatments** that encourage positive social-emotional relationships, such as communication therapies, floor time and family therapy.

- 28 Speech therapy is only eligible for reimbursement in the context of a diagnosed physical impairment, such as, but not limited to, nasal obstruction, neurogenic impairment (e.g. lingual paresis, brain injury) or articulation disorders involving the oral structure (e.g. cleft palate). **We** do not pay for speech therapy related to developmental delay, dyslexia, dyspraxia or expressive language disorder.
- 29 Any **treatment** of, or related to, or caused by, eating disorders of any kind. This includes but is not limited to the **treatment** of conditions such as anorexia nervosa, bulimia, bariatrics, and any **treatment** required for any condition caused as a result of these conditions.
- 30 Costs which arise from or are directly or indirectly caused by an attempt at suicide or bodily injury or illness, which is wilfully self-inflicted or due to negligent or reckless behaviour.
- 31 **Treatment** for dependency on or abuse of alcohol, drugs or any other addictive substances and any injury or illness arising directly or indirectly from such abuse or addiction.
- 32 Any **treatment** arising from or related to injuries sustained whilst engaged in a criminal, illegal or unlawful act.
- 33 Costs which arise from or are directly or indirectly caused by self-exposure to needless danger, except in an attempt to save a human life.
- 34 **Treatment** directly or indirectly arising from or required as a consequence of war, invasions, acts of foreign enemy, hostilities (whether or not war is declared), civil war, rebellion, revolution, insurrection or military or usurped power, mutiny, riot, strike, martial law or state of siege or attempted overthrow of government or any acts of terrorism, unless the **insured person** sustains bodily injury whilst an innocent bystander.
- 35 **Treatment** directly or indirectly arising from or required as a result of chemical contamination or contamination by radioactivity from any nuclear material whatsoever or from the combustion of nuclear fuel, asbestosis or any related condition.
- 36 Costs directly or indirectly resulting from the release of weapon(s) of mass destruction, whether such involves an explosive sequence(s) or not.
- 37 Expenses incurred because of complications directly caused by an illness, injury or **treatment** for which cover is excluded or limited under **your** policy.
- 38 **Treatment** required as a result of failure to seek or follow medical advice.
- 39 Costs and expenses incurred where an **insured person** has travelled against medical **advice**.
- 40 Travel costs to and from medical facilities (including parking and taxi costs) for eligible **treatment**, other than any travel costs covered under transportation or **Evacuation or Repatriation** benefit.
- 41 Any costs incurred outside **your area of cover** other than eligible emergency **treatment** costs covered under the **in-patient & day-patient** benefit. **We** will not cover any costs associated with curative **treatment** or follow-up of emergency **treatment** outside **your area of cover** or travel costs to return to **your area of cover**.
- 42 **Treatment** costs which are incurred outside of the **period of cover** or after termination of the **policy** for whatever reason, including non-renewal and non-payment of premium.
- 43 Losses not incurred within the **period of cover** and claims submitted later than 6 months after the end of the **period of cover** (unless this was not reasonably possible).
- 44 **Medical practitioner** fees for the completion of a Claim Form or other administration charges.
- 45 **Treatment** or diagnostic procedures of injuries arising from an engagement in professional sports.

General Conditions

These conditions apply to all sections of this insurance.

1 Policy Term

The **policy** is an annual contract and is effective for twelve months from the **commencement date**. The **policy** can be renewed **each year** on the **renewal date**, subject to the **policy** terms, conditions and premium rates in force at the time and as notified to **you** in **your** renewal invitation.

2 Premium Payment

Premiums can either be payable monthly, quarterly or annually and are due to be paid on or before the **commencement date** or **renewal date**. However, as **your policy** is an annual contract **you** are responsible for the whole years' premium even if **we** have agreed that **you** may pay by a monthly or quarterly premium. Failure to comply with this will result in automatic termination of **your** cover. Reinstatement upon subsequent receipt of funds shall warrant the application of General Exclusion 1 with effect from the date of reinstatement. No **insured person** shall have automatic right to continue the cover with **us**. Please refer to the Payment Terms & Conditions.

3 Taxes

We reserve the right to reflect any changes in insurance premium tax or other government levies as may be imposed upon **us**.

4 Alterations

At each **renewal date**, **we** reserve the right to alter or discontinue the benefits, terms, conditions and premiums of this **policy** and **we** shall notify **you** of such changes at least 21 days prior to the **renewal date** to **your** last known address. If **you** fail to receive such notice for whatever reason this shall not invalidate the change.

5 Change of Risk

The **policyholder** must inform **us** as soon as reasonably practical of any material change relating to any **insured person** covered under this **policy**. Such change may affect information given in connection with the original application. This may include any information as documented on the Application Form which may have altered prior to the **commencement date** of the **policy**.

6 Cancellation & Fraud

Whilst **we** will not cancel this **policy** because of eligible claims made by the **insured person**, **we** may at any time terminate the **policy** if an **insured person** has:

- misled **us** by mis-statement; or
- submitted a claim which is, in any respect, false, fraudulent, intentionally exaggerated and/or, if fraudulent means/devices have been used by **you** or **your dependants** or anyone acting on **your** or their behalf to obtain benefit under this **policy**. **We** will not pay any benefits for that claim. The amount of any claim settlement made to **you**, before the fraudulent act or omission was discovered, will become immediately payable to **us**. If the contract is rendered void due to false, fraudulent, intentionally exaggerated claims or if fraudulent means/devices have been used, the premium will not be refunded, in part or in whole, and any pending claims settlements will be void. In the event of fraudulent claims, the contract will be cancelled from the date of our discovery of the fraudulent event.

In such circumstances, cover shall be cancelled void ab initio, with refund of premium minus any claim payments paid.

The **policyholder** may cancel this **policy** by contacting **us** during the 14 day cooling off period. The 14 day cooling off period commences on the day that the contract is concluded or the day that full **policy** terms and conditions are received, whichever is the later. The 14 day cooling off period also applies from each **renewal date**. If the **policy** is cancelled during the 14 day cooling off period **we** will return any premium paid for the **policy** providing no claims have been made on the **policy** in relation to the **period of cover** before cancellation (being no more than 14 days' cover). If **you** incur eligible claims costs within that **period of cover** **we** reserve the right to require the **policyholder** to pay for the services **we** have actually provided in connection with the **policy** to the extent permitted by law and any return of premium is subject to this. If the **policyholder** does not cancel the **policy** during the cancellation period the **policy** will continue on the terms described in this Policy Wording for the remainder of the **policy** year.

7 Governing Law

You and **we** are free to choose the law that applies to this **policy**. In the absence of any agreement to the contrary, the law of England and Wales will apply.

8 Policy language

This **policy** is written in English and all other information and communications to **you** relating to this **policy** will also be in English unless **we** have agreed otherwise in writing.

9 Other Insurance

If there is any other insurance **policy** covering any of the same benefits as provided by this **policy**, **you** must disclose or ensure that the relevant **insured person** discloses the same to **us**. **We** shall not be liable to pay or contribute more than **our** rateable proportions.

10 Third Party Rights

Only the **policyholder** and **we** have legal rights under this **policy** and it is not intended that any clause or term of this **policy** should

be enforceable, by virtue of the Contract (Rights of Third Parties) Act 1999, by any other person including any **dependant**.

11 International Sanctions

We and other service providers will not provide cover or pay claims under this **policy** if doing so would expose **us** or the service provider to a breach of international economic sanctions, laws or regulations, including but not limited to those provided for by the European Union, United Kingdom, United States of America or under any United Nations resolution. If a potential breach is discovered, where possible **we** will advise **you** in writing as soon as **we** can.

12 Changing your level of cover

If **you** effect **Out-patient Treatment** at a **renewal date** after **your date of entry**, any existing **medical condition** or related condition will be limited to **In-patient Treatment** only.

13 Adding a Newborn Child

Children will be accepted from birth without the need for medical underwriting, provided that **we** receive notification of their arrival within 30 days from birth. Please ensure **you** submit **your** request in writing to **us** at: sales@alhealth.com. Notification received after this period will result in children being accepted for cover from the date of such notification.

14 Contacting Dependants

If **we** need to make contact in relation to a **dependant** on **your policy** (e.g. where further information is required to process a claim), the **policyholder**, acting for and on behalf of the **dependant**, will be contacted by **us** and asked to provide the relevant information. Similarly, all information in relation to any person covered by the insurance **policy**, for the purpose of administering claims, will be sent directly to the **policyholder**.

Assistance & Claims Procedure

Please follow the guidelines below to help us process **your** claims promptly and efficiently.

POLICY DOCUMENTS

Within **your policy** pack **you** will have **your Certificate of Insurance** which tells **you** the plan **you** have selected, who is insured under **your policy**, which benefits **you** have chosen, and **your policy excess**. Also any Special Endorsements applicable to **your** cover will be noted.

MEMBERSHIP CARDS

We also supply personalised memberships cards to every **insured person**, which provides **our** essential contact numbers and addresses. This means that **you** and **your** family are only a phone call away from help. **We** suggest **you** keep **your** card with **you** at all times.

CLAIMS DEPARTMENT CONTACT DETAILS

All claims queries, pre-authorisation and document uploads can be submitted through **our** website www.alhealth.com/claims.htm or call **us** on +44 (0) 1892 504234 or fax **us** on +44 (0) 1892 508256

or write to **us**

ALC Health Claims
AXA PPP International
PO Box 428
Tunbridge Wells
TN2 9ND
United Kingdom

HOW TO MAKE A CLAIM

Please note that on **your** membership card **you** will find **your policy** and customer number. Full details of how to claim or make an enquiry can be found on **our** website www.alhealth.com

OUT-PATIENT CLAIMS

You may go to **your** Doctor or **Specialist** for consultations or **treatment** and submit **your** claim for reimbursement, which **we** call Self-Certification. **You** will need to complete a Self-Certification Claim Form which **you** can send together with **your** invoices and receipts.

by fax +44 (0) 1892 508256

or by submission online www.alhealth.com/claims.htm

Please note that if **you** self-certify there may be times when **we** need more detailed medical information in order to establish that **your policy** with ALC Health provides **you** with cover for the **treatment** **you** have received.

On these occasions **we** will send **you** a Medical Information Form. **You** may also download a Medical Information Form from **our** website www.alhealth.com/claims.htm

You will need to complete part of the form and then pass it to **your** Doctor or **Specialist** to complete their section and then please submit by fax or online.

If **you** wish to pre-authorise **your** claim before **you** visit **your** Doctor or **Specialist** **you** may give **us** a call on the number below and **we** will confirm how much **you** are able to claim and what **you** should do next.

24/7 Claims +44 (0) 1892 504234

If **your** claim has been pre-authorised by **us** **you** will be given a 5 digit Authorisation Number.

Alternatively, **you** can go to **our** website www.alchealth.com/claims.htm and request pre-authorisation by completing the online submission form.

Pre-authorising **your out-patient** claim provides the peace of mind of knowing that **your treatment** costs will be covered.

PLANNED IN-PATIENT & DAY-PATIENT TREATMENT

All in-patient and day-patient treatment must be pre-authorised.

If treatment is not pre-authorised by us, we reserve the right to decline your claim.

If **your treatment** is subsequently proven to be covered under the terms and conditions of **your policy**, **we** will pay only 50% of eligible benefits.

Please note that all **treatment**, including **out-patient treatment**, relating to **psychiatric illness** requires pre-authorisation. If **treatment** is not pre-authorised **we** reserve the right to decline the claim in full.

Please ensure that **you** do this at least FIVE WORKING DAYS prior to admission or **treatment** appointment.

To pre-authorise your treatment please call us on

+44 (0) 1892 504234 (24/7)

If **your** claim has been pre-authorised by **us** **you** will be given a 5 digit Authorisation Number.

Alternatively, **you** can go to **our** website www.alchealth.com/claims.htm and request pre-authorisation by completing the online submission form.

Once **we** have confirmed that **your** claim is eligible under **your policy** with ALC Health, **you** can then start **your treatment**.

Your Doctor or **Hospital** will send **your** invoices to **us** for payment. Once received, **we** will make direct payment to them and will send **you** a statement to confirm that this has been done.

In some circumstances **you** may need to pay for the eligible **treatment** directly. In these cases please forward **your** paid accounts direct to **us** (by post, fax or online submission) and **we** will send the payment (and statement) to **you** instead.

EMERGENCY ADMISSIONS

If **you** have an emergency situation and require immediate admission to **hospital**, **our specialist** team are there to support **you**. **You** can contact them on +44 (0) 1892 504234 or **you** can ask someone to call them on **your** behalf.

If possible, please make sure that when **you** are admitted to **hospital** **you** give them **your** membership card as this will help **us** to deal with them directly.

In the event of an emergency admission **you** may unfortunately, not be in a position to notify **us**. Please therefore do ensure that **you** carry **your** membership card at all times. **Hospitals** may need to have access to this and will, where necessary, check **your** personal belongings to discover it.

It is also a good idea to ensure a relative, close friend or colleague is aware of **your** medical insurance arrangements.

Complaints

Complaints about the handling of **your policy**.

Our aim is to provide **you** at all times with a first class standard of service. However, there may be occasions when **you** feel that this objective has not been achieved and **you** are not satisfied with the way **we** explained or arranged **your policy**. If **you** have a complaint about **us** in relation to arranging this insurance **policy**, please contact **us** by phone or alternatively, write to **us** at:

The Managing Director
ALC Health
Chanctonfold Barn
Chanctonfold Horsham Road
Steyning West Sussex United Kingdom BN44 3AA
T +44 (0) 1903 817970
F +44 (0) 1903 879719
E managingdirector@alchealth.com

AXA PPP International is the underwriter (i.e. insurance company) responsible for this **policy** and also look after the handling and payment of claims.

We hope **you** never need to raise concerns about AXA PPP International's service or any aspect of **your policy**. However, **we** realise situations happen that may cause **you** concern.

If having contacted the Personal Advisory team **you** still feel things have not been put right, please contact:

The Customer Relations Executive
AXA PPP International
Phillips House
Crescent Road
Tunbridge Wells TN1 2PL
T +44 (0) 1892 772163

The Customer Relations Executive, on behalf of the Senior Appointed Representative for complaints for AXA PPP International, will arrange for **your** complaint to be acknowledged on receipt. They will investigate it and respond to **you** as soon as possible. To allow **us** to investigate **your** complaint fully, the Financial Services Authority (FSA) gives **us** up to eight weeks to get back to **you**. However, **we** will respond sooner than this if **we** are able.

The Financial Ombudsman Service will review **your** complaint if **you** remain dissatisfied after the AXA PPP International Customer Relations Executive has issued their final response. The address **you** need to write to is:

The Financial Ombudsman Service
South Quay Plaza, 183 Marsh Wall, London E14 9SR
T +44 (0) 845 080 1800
E complaint.info@financial-ombudsman.org.uk
Website: www.financial-ombudsman.org.uk

The Ombudsman will review complaints about:

- the way in which **your policy** was sold to **you**
- the administration of **your policy**
- the handling of any claims.

Please note that the Ombudsman will not normally investigate complaints concerning an insurer's exercise of commercial judgement.

The Ombudsman will also not generally review a complaint where:

- **You** have not received a final decision from the Customer Relations Executive
- The final decision issued by a company was received more than six months ago
- **Your** complaint already involves (or has involved) legal action.

Regulatory Protection

AXA PPP International and à la carte healthcare are authorised and regulated by the Financial Services Authority (FSA).

The FSA was established by government to provide a single statutory regulator for financial services. The FSA is committed to securing the appropriate degree of protection for consumers and promoting public understanding of the financial system. The FSA have set out rules which regulate the sale and administration of general insurance which **we** must follow when **we** deal with

you. AXA PPP International's FSA register number is 202947. à la carte healthcare's FSA register number is 311496. This information can be checked by visiting the FSA register which is on their website: www.fsa.gov.uk/register or by contacting the FSA on T +44 (0) 845 606 1234.

We provide advice and information only on **our** own products. If **you** would like further details on any of **our** products please contact **us**.

Area of Cover

AREA 1 EUROPE

(Europe is defined as: Albania, Andorra, Armenia, Austria, Azerbaijan, Belarus, Belgium, Bosnia & Herzegovina, Bulgaria, Canary Islands, Channel Islands, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, Federal Republic of Yugoslavia, France, Germany, Gibraltar, Greece, Greenland, Hungary, Iceland, Ireland, Italy, Kazakhstan, Kyrgyzstan, Latvia, Liechtenstein, Lithuania, Luxembourg, Macedonia, Madeira, Malta, Moldova, Monaco, Netherlands, Norway, Poland, Portugal, Romania, Russian Federation, Serbia, Slovakia, Slovenia, Spain, Sweden, Switzerland, Tajikistan, Turkey, Turkmenistan, Ukraine, United Kingdom, Uzbekistan).

How is my personal data protected?

Please ensure that **you** show the following information to others covered under **your policy**, or make them aware of its contents.

ALC Health and the underwriters, AXA PPP International, will deal with all personal information supplied in the strictest confidence as required by the Data Protection Act 1998. Personal and sensitive personal information may be sent in confidence for processing by other companies and intermediaries, including those located outside the European Economic Area.

The same duty of confidentiality is required of any third parties to whom the administration of **your policy** may be subcontracted to, including those based outside the European Economic Area.

Information about **you** and any **dependants** covered by **your policy**, supplied by **you**, those **dependants**, medical providers or **your** employer (if applicable) will be held and used to provide the services set out under the terms of this **policy**, administer **your policy** and develop customer relationships and services. In certain circumstances medical service providers (or others) may be asked to supply further information.

When **you** provide information about **dependants** **we** will take this as confirmation that **you** have their consent to do so. As the **policyholder** is acting on behalf of any **dependants** covered by this **policy**, all correspondence about the **policy**, including any claims correspondence, will be sent to the **policyholder** unless **you** advise otherwise.

AXA PPP International may share details of the value and types of claims with ALC Health, whilst respecting every person's right to medical confidentiality. This is to enable them to assess the value and effectiveness of the cover and **our** services. AXA PPP International may also discuss details of **your** claims if **you** have agreed with ALC Health that they will manage **your** claims for **you**.

There is a legal requirement, in certain circumstances, to disclose information to law enforcement agencies about suspicions of fraudulent claims and other crime. Information will be disclosed to third parties including other insurers for the purposes of prevention or investigation of crime including reasonable suspicion about fraud or otherwise improper claims. This may involve adding non-medical information to a database that will be accessible by other insurers and law enforcement agencies. Additionally, the General Medical Council or other relevant regulatory body will be notified about any issue where there is reason to believe a **medical practitioner's** fitness to practice may be impaired. If **you** have agreed ALC Health may use the information **you** have provided to contact **you** by post, telephone or electronically with details of other products and services.

With **your** agreement some of **your** details may also be shared with other ALC Health Group companies and other carefully selected companies based in the European Economic Area to enable them to contact **you** about their products and services.

If **you** change **your** mind please contact the ALC Health team or write to **us** at the address on the back of this Policy Wording otherwise **we** will assume that, for the time being, **you** are happy to be contacted in this way.

www.alchealth.com



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29660 Marbella Málaga Spain
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Sliema SLM 1050
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AXA PPP International is a trading name of AXA PPP healthcare limited

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ALC Health is a trading style of à la carte healthcare ltd

Registered in England no 4163178. Registered Office: A2 Yeoman Gate Yeoman Way Worthing West Sussex BN13 3QZ United Kingdom à la carte healthcare limited is authorised and regulated by the Financial Services Authority